FFT Monthly Summary: March 2024

Kirkham Health Centre Code: P81128

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	8	3	0	2	0	0	0	0	50	1	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	114						
Responses:	51						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	7	3	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
Total	38	8	3	0	2	0	51
Total (%)	75%	16 %	6 %	0%	4%	0%	100%

Summary Scores

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

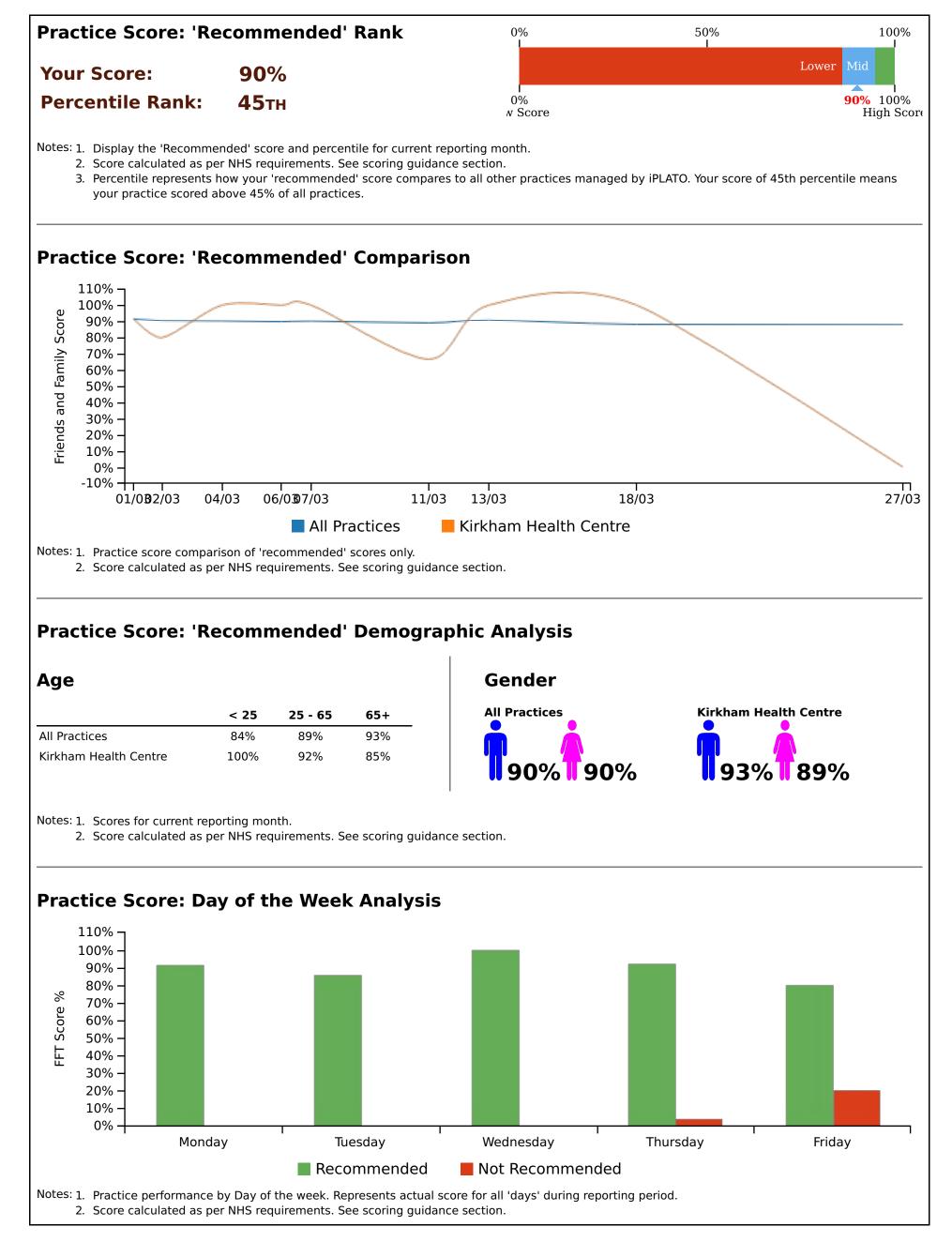
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

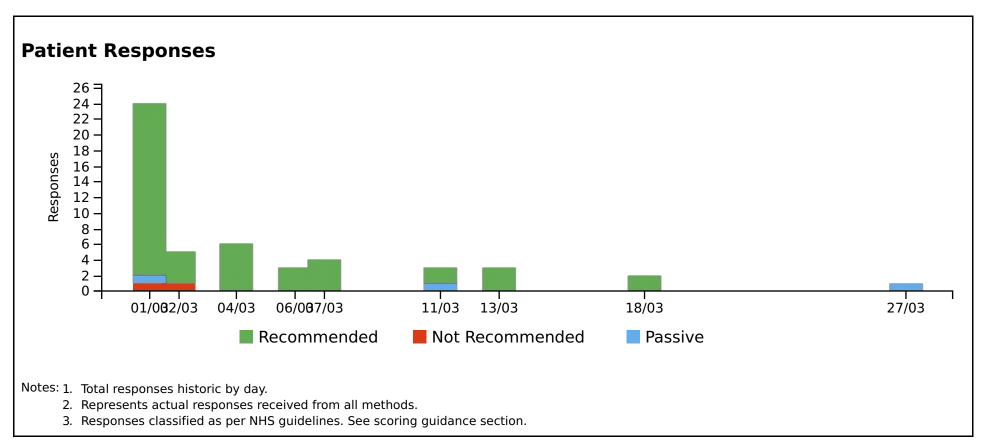
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

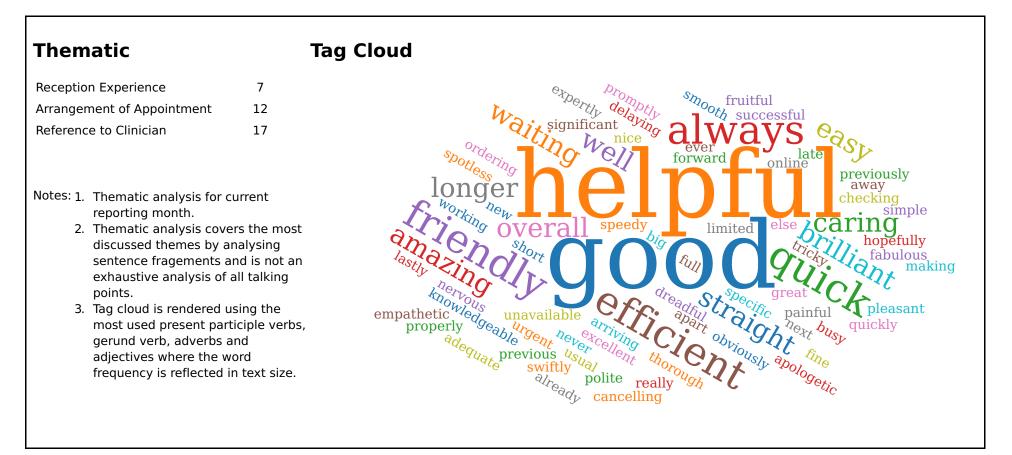
SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

Notes: 1. Free Text Comment received for current reporting month.

- 2. Classification based on initial response to Q1 rather than content of message.
- 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

The doctor listened to everything

Very easy and quick from the online booking process, to checking in on arriving at the surgery, and a short wait for my appointment

- ✓ Quick and speedy service
- ✓ I had a very good appointment.
- ✓ Appointment availability Appointment on timeFriendly staffCleanlinessNext appointment availability
- ✓ Appointment was brought forward, Receptionist and Doctor were professional and treatment will hopefully be successful
- ✓ Doctor very good. Always helpful and follows up with treatment
- ✓ Claire is brilliant
- \checkmark Got bloods from straight away and was on time
- ✓ Excellent service. Dr Cartmell made a painful procedure an ok experience. .
- The nice doctor explains everything 2 me put me at ease big thank u
- ✓ Knowledgeable, professional, helpful
- \checkmark Made to be at easy and listen to my problems felt good after our chats
- ✓ Friendly people, spotless examination rooms & on time appointment.
- The overall care was good but the previous appointment ran over delaying my appointment time... I know this can't always be helped...but as a very nervous patient waiting for an injection...it made my anxiety worse... Apart from that everything else was good... Anxiety over untill the next time..
- \checkmark The doctor was very thorough and caring and the nurse was very understanding
- \checkmark Dr was very efficient and helpful listened to me and explained things with me
- ✓ Dr Lowson always cares and takes time to listen to you and explain things properly no matter how busy she is. She is a fabulous GP
- ✓ Very friendly member of staff and on time.
- ✓ Doctor was professional and empathetic.
- ✓ Straight in no waiting .Claire was very friendly and efficient
- I arrived on time, was treated promptly and expertly. All in an exeptable time frame As usual I am very impressed by the professionalism of the staff and doctors
- Professional and pleasant service
- ✓ Cause there's know fuss everythink went smooth in and out in no time
- ✓ Swiftly sorted threw what was required
- ✓ Amazing staff dealt with me today, polite, professional and kind
- \checkmark The service I get is brilliant and they understand my needs
- I Doctor was really helpful and so saring

Doctor was really helpful and so caring

✓ It's wa a simple process and went well

✓ Appointment on time+ saw the best doctor ever, Dr Lowson,she is an amazing doctor

✓I was taken on time, Doctor Lowson came up with a plan quickly and then booked bloods for me within 24hours and already I have my hospital appointment.

It was all very efficient and everything was explained well

✓ Because it was a quick and professional service

✓ Because the service is good and Dr's receptionists are helpful

✓ Appointment went fine and reception were helpful in making a new appointment and cancelling out one that was no longer needed

The appointment was a bit late, but only by 10 to 15 minutes. Doctor Lowson was apologetic. Our meeting was fruitful. She gave me my prescription and full details of what to do for my follow-up appointment.

X Very helpful

Not Recommended

Passive

Member of staff I saw gave good service but practice overall is tricky to communicate with, waits on phone, I find the system for ordering prescriptions limited for medication repeats which are unavailable on line, have to call between specific times which are in the middle of working day. Waits for non urgent appointments are longer than previously and lastly the front car park is dreadful a significant trip hazard and not great for your vehicle.
It was adequate .. appointments take ages to get, and never feel like I get to the bottom of things . Feel like having to google self diagnosis. Obviously Doctors are no miracle workers but I feel better could be done imo